MLTSS Stakeholder Advisory Committee

March 5, 2015



Welcome

 Opening Remarks, Courtney Phillips, Deputy Secretary

 OAAS Update, Robin Wagner, Deputy Assistant Secretary

LOCATING QUALITY INFORMATION ABOUT BAYOU HEALTH PLANS

Procurement Proposal

- Procurement only from contracted Bayou Health plans
- Advisory request to review quality-related information on these plans

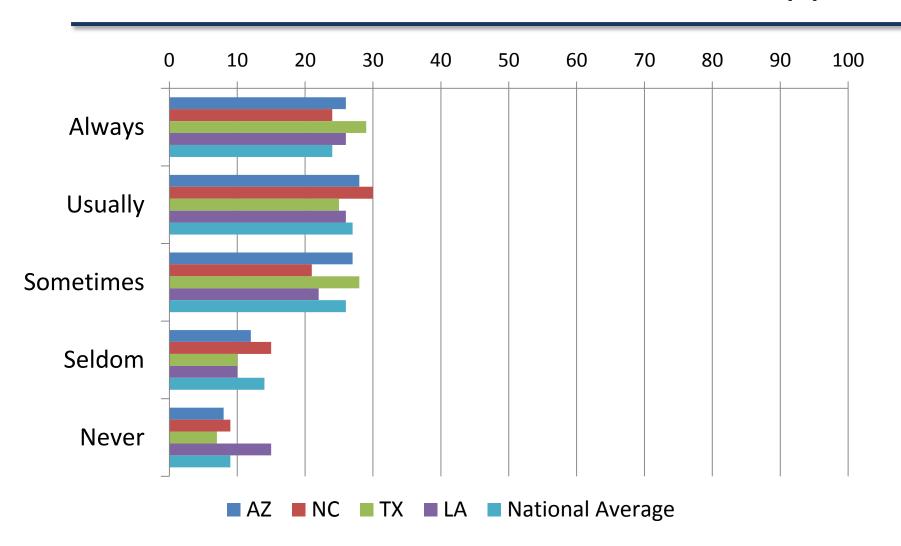
- Collaborative effort between the <u>National</u>
 <u>Association of State Directors of Developmental</u>
 <u>Disabilities Services (NASDDDS)</u> and the <u>Human</u>
 <u>Services Research Institute (HSRI)</u>.
- Standard set of performance and outcome measures that can be used to track their own performance over time, to compare results across states, and to establish national benchmarks.

- The NCI database includes randomly-selected representative samples by state
- Multiple survey types
- 39 states planning to contribute data this year.
- All data is posted online

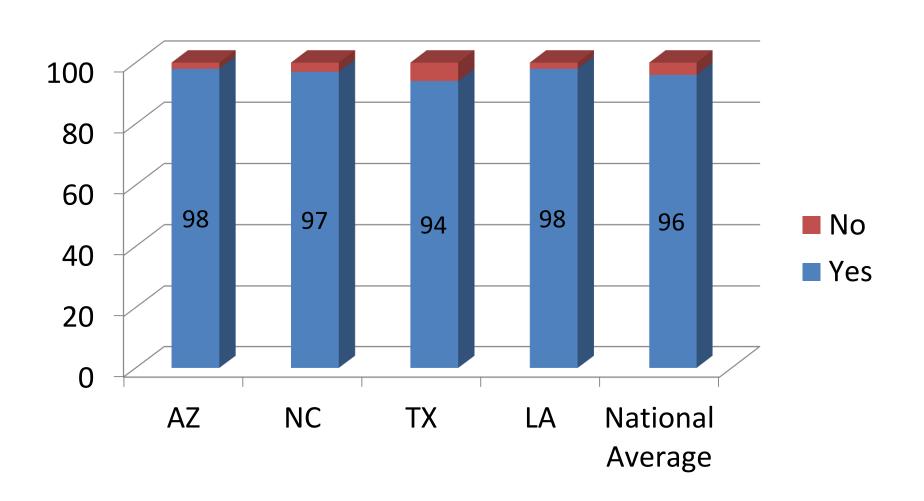
http://www.nationalcoreindicators.org/

- Child Family Survey
- Completed by caregivers
- Administered by mail

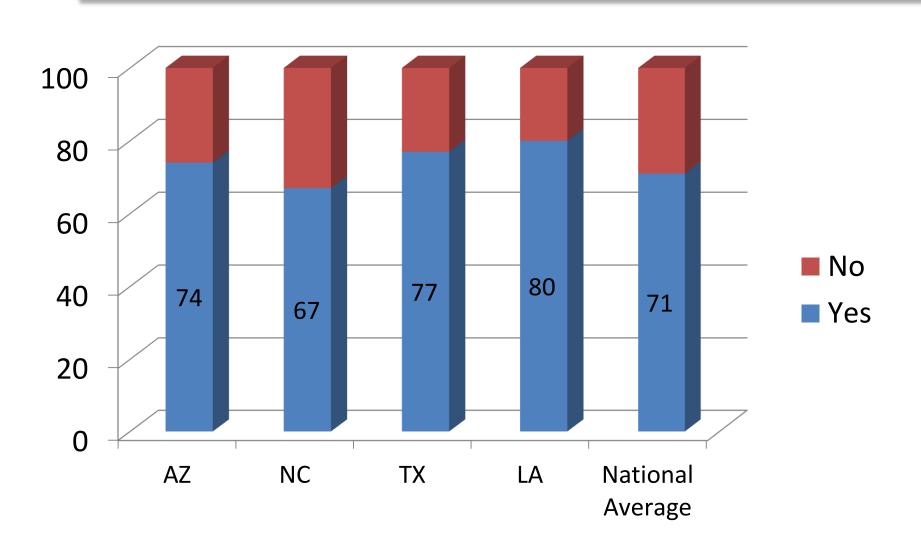
Receives information about available supports



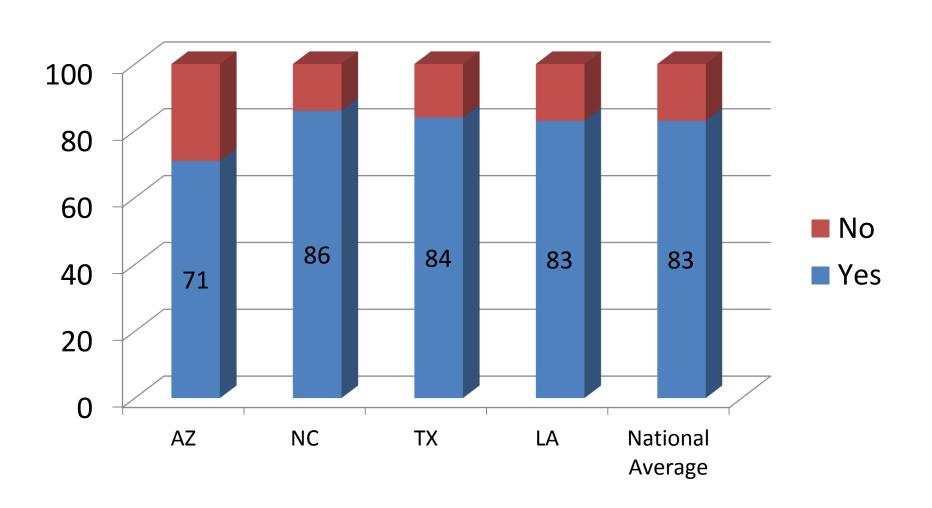
Family helped develop service plan



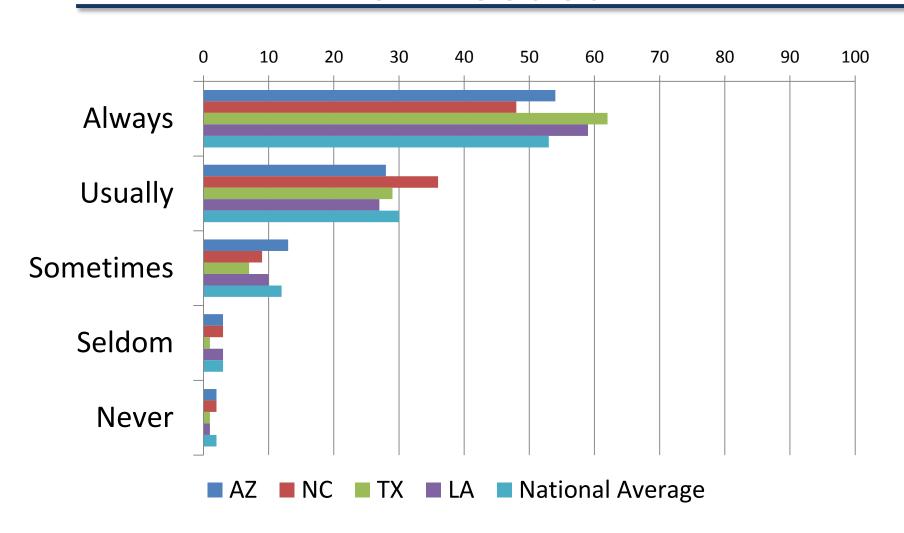
Plan includes services family needs



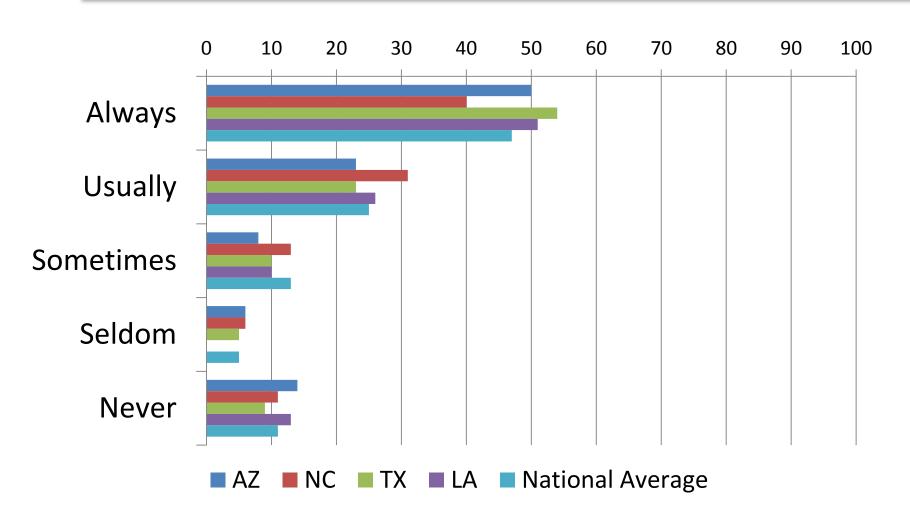
Family receives all services listed in plan



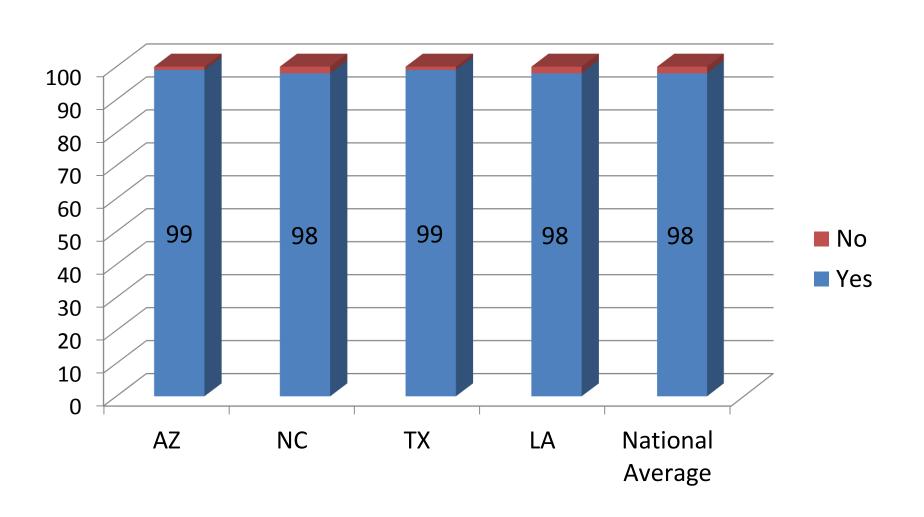
Can contact support coordinator when needed



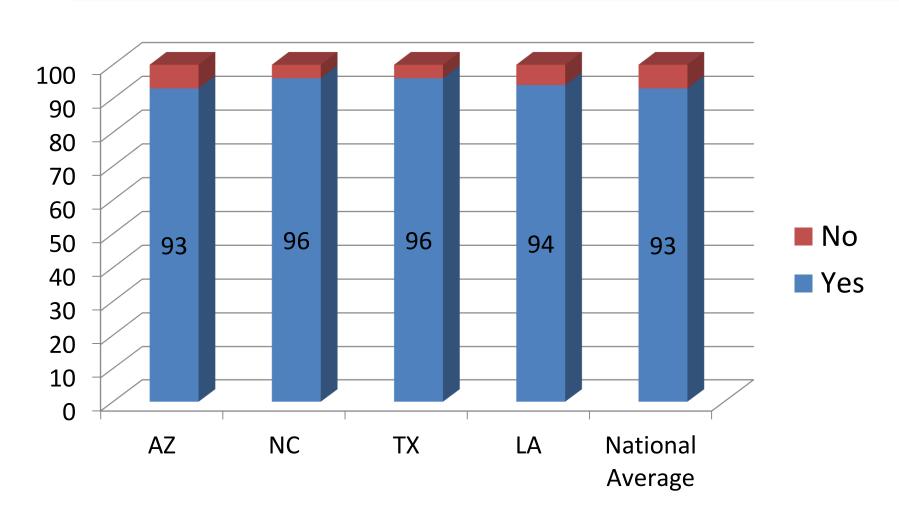
Has access to needed special equipment or accommodations



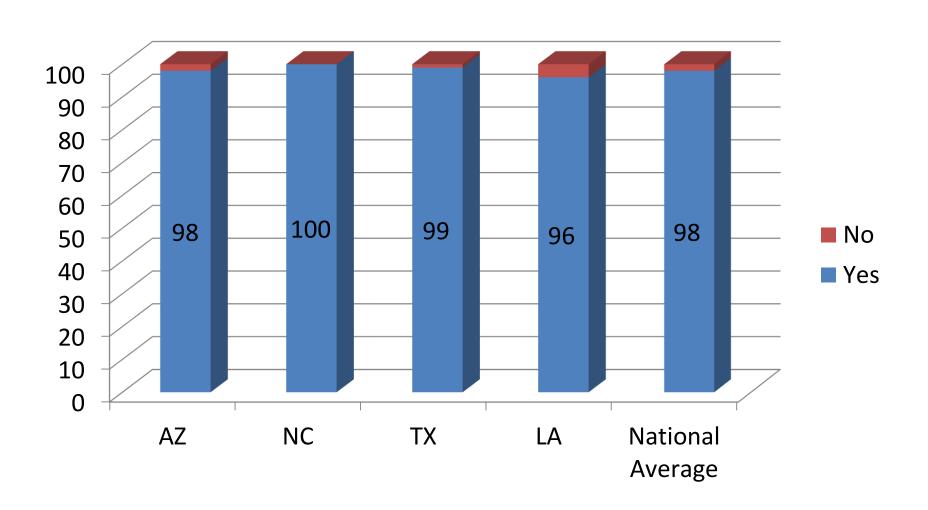
Has access to health services



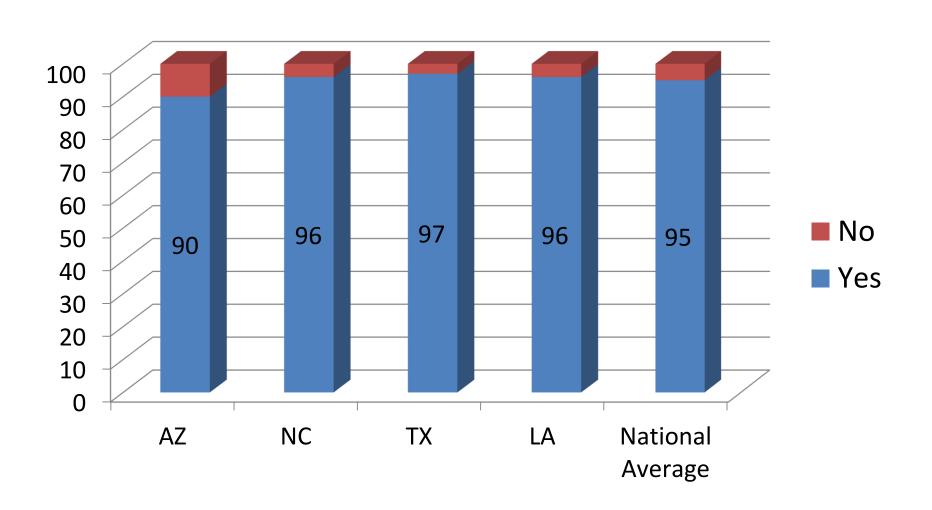
Satisfied with quality of health providers



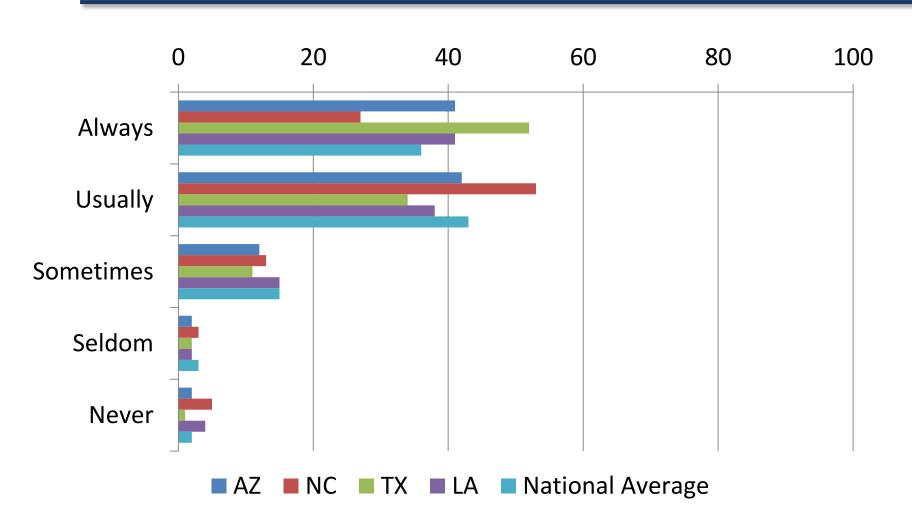
Has access to necessary meds for child



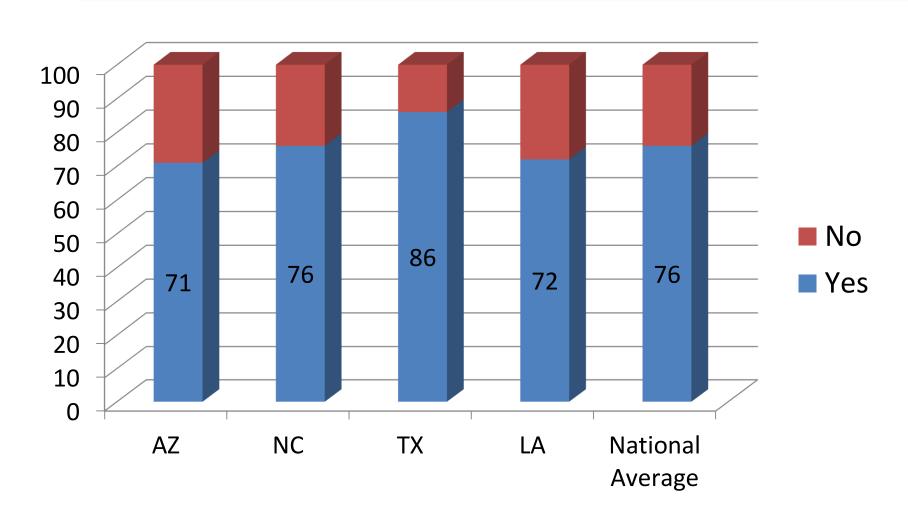
Satisfied with how meds are monitored



Overall satisfied with supports and services received

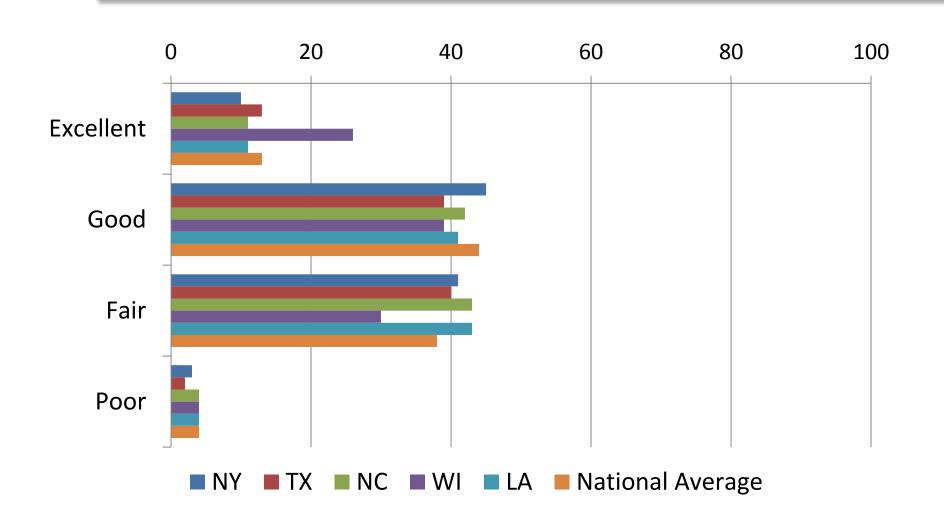


Satisfied with how complaints/grievances are handled and resolved

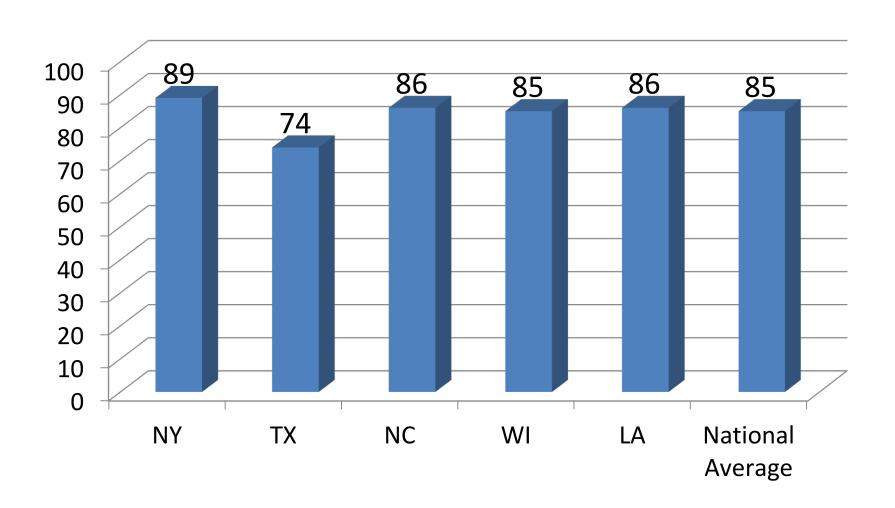


- Adult Consumer Survey
- The survey has multiple parts
 - Background Information has questions about demographics, residence, health, employment status, etc. Things that can be obtained from the case record or family member (e.g., when did ??? last go to the dentist, where does ??? work).
 - Section I attempts to determine the participant's satisfaction and opinions and the questions <u>can only</u> be answered by the adult being interviewed. This survey is administered in person.
 - Section II contains questions not related to opinions such as how often do you go to church. These questions are answered by the participant if he/she is able but may also be answered by someone who knows the person well.

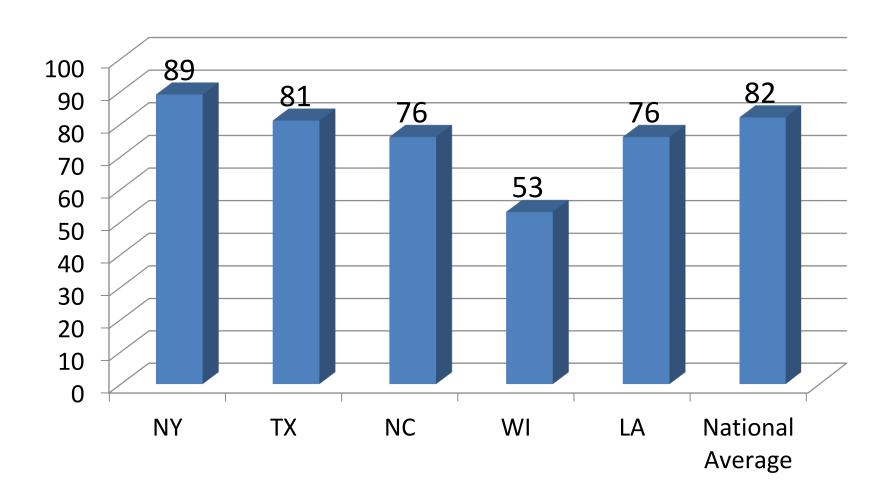
Overall Health



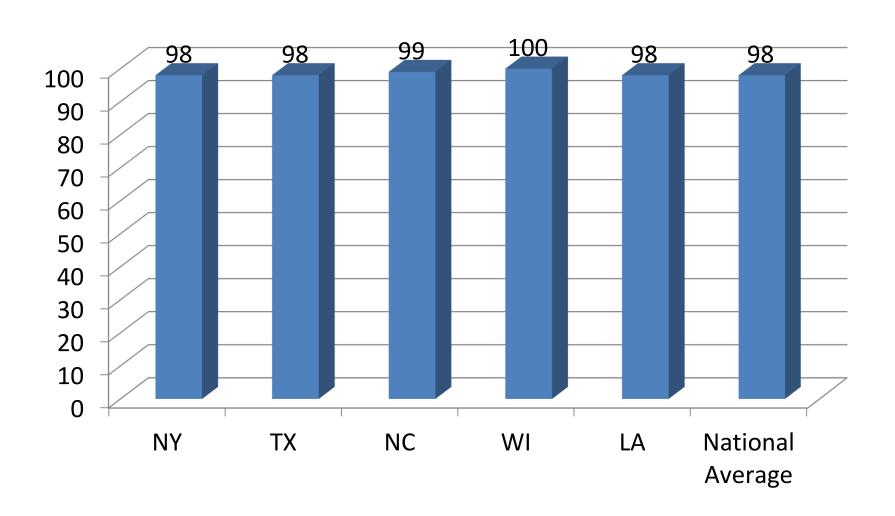
Helped make their service plan



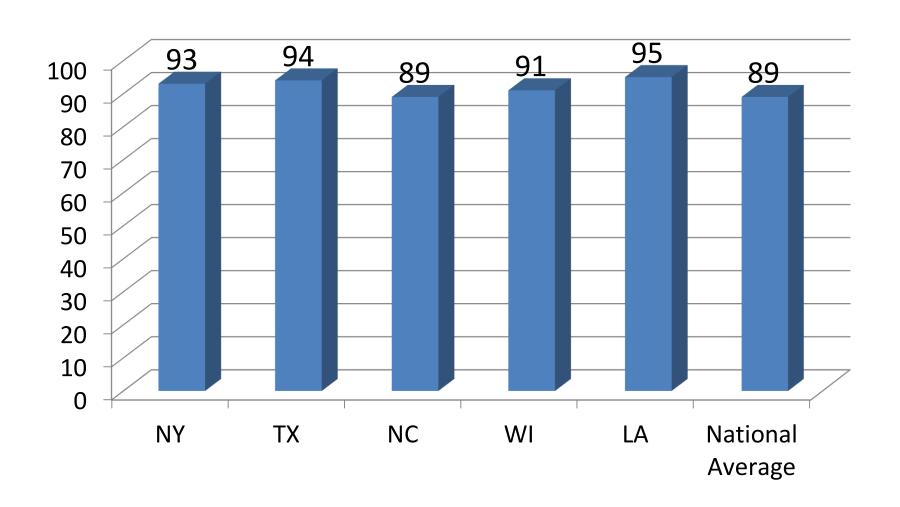
Getting the services they need



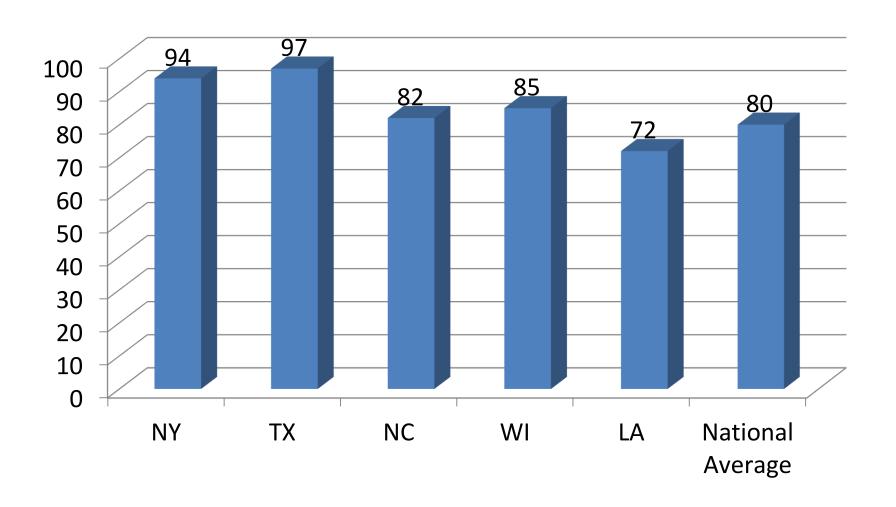
Have a primary care doctor



Had a physical exam in past year



Had a dental exam in past year



Bayou Health Reports

- External Quality Review Organization (EQRO) reports by health plan
- Available by plan in summary and long form
- Detail compliance with quality-related expectations

http://www.makingmedicaidbetter.com

Bayou Health Reports

- Act 212 Bayou Health Transparency Report 2014 & 2015
- Comparisons of performance across plans in key areas
- Data on provider and consumer satisfaction surveys

http://new.dhh.louisiana.gov/index.cfm/page/1750 http://new.dhh.louisiana.gov/index.cfm/page/2086

THANK YOU FOR ATTENDING